

**COMMON INTEREST COMMUNITY BOARD  
OMBUDSMAN REGULATORY REVIEW COMMITTEE MEETING**

**MINUTES OF MEETING**

The Ombudsman Regulatory Review Committee of the Common Interest Community Board met on Wednesday, September 16, 2009, at the Department of Professional and Occupational Regulation (DPOR), 9960 Mayland Drive, 2<sup>nd</sup> Floor, Board Room 3, Richmond, Virginia 23233.

The following members were present:

Milton W. Matthews, Chair  
Prudence Bachmann  
Ronda S. DeSplinter  
Coleen Hillen  
William A. Marr, Jr.  
William Bradley Mason, Jr.  
Lucia Anna Trigiani (Ex-Officio)  
Katherine E. Waddell

DPOR staff present for all or part of the meeting included:

Mark N. Courtney, Deputy Director of LRD  
Heather Gillespie, Ombudsman  
Thomas K. Perry, Property Registration Administrator  
Betty C. Jones, Administrative Assistant

Steven Jack from the Office of the Attorney General was not present.

Mr. Matthews, Chair, called the meeting to order at 10:04 a.m.

**Call to Order**

Ms. Waddell moved to approve the agenda. Ms. Bachmann seconded the motion which was unanimously approved by: Bachmann, DeSplinter, Hillen, Marr, Mason, Matthews, Trigiani, and Waddell.

**Approval of Agenda**

Mr. Matthews opened the floor for public comment. No members of the public present requested to speak.

**Public Comment  
Period**

The Committee reviewed the revisions to the draft Common Interest Community Ombudsman Regulations that were suggested at the last Committee meeting. The Committee discussed and made additional changes to the draft text.

**Review Draft CIC  
Ombudsman  
Regulations**

The Committee recessed at 11:06 a.m. and reconvened at 11:20 a.m.

**Break**

The Committee continued its review of the draft Common Interest Community Ombudsman Regulations.

**Review Draft CIC  
Ombudsman  
Regulations**

The Committee recessed for lunch at 12:06 p.m. and reconvened at 12:56 p.m.

**Lunch**

The Committee continued the review of the draft Common Interest Community Ombudsman Regulations. Some of the changes were of a grammatical nature, and others to clarify sections of the regulations. After the Committee completed its review of the draft regulations, Mr. Perry indicated that staff would revise the draft regulations in accordance with the Committee's comments for review at the October 26, 2009, Board meeting.

**Review Draft CIC  
Ombudsman  
Regulations**

The Committee reviewed the draft Association Complaint Form prepared by staff. The Committee discussed and made changes to the form. Mr. Perry indicated that staff would revise the draft Association Complaint form in accordance with the Committee's comments for the October 26, 2009, Board meeting.

**Review Draft  
Association  
Complaint Form**

The Committee reviewed the draft Notice of Final Adverse Decision Form prepared by staff. The Committee discussed and made changes to the form. Mr. Perry indicated that staff would revise the draft Notice of Final Adverse Decision form in accordance with the Committee's comments for the October 26, 2009, Board meeting.

**Review Draft Notice  
of Final Adverse  
Decision Form**

The Committee reviewed the draft Request for Waiver of Filing Fee Form prepared by staff. The Committee discussed and made changes to the form. Mr. Perry indicated that staff would revise the draft Request for Waiver of Filing Fee form in accordance with the Committee's comments for the October 26, 2009, Board meeting.

**Review Draft  
Request for Waiver  
of Filing Fee Form**

Ms. Trigiani suggested that staff verify that all Code of Virginia sections and Virginia Administrative Code sections in the Common Interest Community Ombudsman Regulations are properly cited and the use of the terms "law" and "statutes" when referring to "laws and regulations" or "statutes and regulations" are correct.

**Other Business**

Ms. Trigiani requested staff to e-mail a copy of the final revisions to the Ombudsman Regulations to the Committee Members, and for the Committee Members to send any non-substantive changes or corrections

to Mr. Perry. Ms. Trigiani further requested staff to send the final draft of the Ombudsman Regulations to the Board in advance of the October 26, 2009 agenda to allow sufficient time to review.

Ms. Trigiani personally thanked her colleagues on behalf of the Board for doing such a great job on developing the Common Interest Community Ombudsman Regulations.

The Board members serving on the Committee were reminded to complete their conflict of interest forms and travel vouchers.

**Conflict of Interest  
and Travel Voucher  
Forms**

There being no further business, the meeting was adjourned at 1:56 p.m.

**Adjourn**

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Lucia Anna Trigiani, Chair

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Jay W. DeBoer, Secretary